

**RICHMOND POLICE DEPARTMENT GENERAL ORDER**

NOTE: This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be constructed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this department, and then only in a non-judicial administrative setting.

Chapter 7	Number 22	Effective Date 01/25/12	Review Date 2015
Subject INSPECTIONS			☐ New Order ☒ Replaces G.O. 7-22 (01/14/08) E.O. 11-11 (12/5/11)
References CALEA 53.1.1a, 53.1.1b, 53.1.1c, 53.1.1d, 53.1.1e, 53.2.1a, 53.2.1b, 53.2.1c, 53.2.1d, 53.2.1e VLEPSC ADM.07.04c, ADM.19.01a, ADM.19.01b, ADM.19.01c, ADM.19.01d, ADM.19.01e General Order 3-2, Cash Fund/Account Maintenance General Order 3-12, Handling Property and Evidence			
		01/25/12	
_____ Chief of Police or Designee		_____ Date	

I. PURPOSE

The purpose of this directive is to establish the proper guidelines to ensure compliance and uniformity in the use of inspections at all levels of the Department.

II. POLICY

The Chief of Police has the responsibility of providing the highest level of service attainable to the public by managing the Department's resources efficiently and effectively. The inspection process compares the Department's expectations with actual performance. The Department's performance can be properly evaluated only by comparing it with previously established goals, objectives, policies, procedures and rules of conduct. This requires that commanders continually inspect, review and analyze performance in relation to established procedures. Inspection is an overt, rather than covert process. Inspections **shall** be considered a normal and helpful process within the Department, comparable to quality control within private industry.

III. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this general order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

IV. DEFINITIONS

- A. **EFFECTIVE** - Performing so as to produce the intended or expected results.
- B. **EFFICIENT** – Performing or functioning in the best possible and least wasteful manner.

- C. INSPECTION PROCESS – A mechanism for evaluating the quality of the Department's operations, ensuring that *its* goals and objectives are being pursued, and identifying the need for change.
- D. LINE INSPECTION – The checking or testing of persons, facilities, equipment, procedures or other items by supervisors who are directly responsible for a particular function and activity. Line inspections are made by those who have the authority to require immediate corrective actions.
- E. STAFF INSPECTION – A detailed observation and analysis of Department personnel, facilities, equipment, procedures or other items designed to inform the Chief of Police about their efficient and effective performance. Staff inspections are a process outside the normal lines of authority and responsibility. Staff inspections will be conducted by the Internal Affairs Division's Policy Compliance Team or designee through the authority of the Chief of Police.
- F. TASK INSPECTION – A specific task inspection is an inspection conducted to evaluate particular components or activities of the Department. Such inspections are initiated at the direction of the Chief of Police or designee. Notice may or may not be given to the component to be inspected prior to the conduct of the inspection. Specific task inspections *shall* not be confused with formal line inspections, as the two types are carried out by different personnel and for different purposes.

V. PROCEDURE

A. Line Inspections:

1. Line Inspections are the constant and on-going review of policies and procedures, practices, personnel, equipment, facilities and records of each area (Operation/Service/Division/Precinct/Unit/*Sector*/Team) of the Department. Line Inspections are the responsibility of supervisors who have direct command authority to act or require the immediate response of subordinates.
2. Each supervisor is responsible for the inspection of personnel, activities, and equipment under his/her supervision and the initiation of suitable action in the event of failure, error, violation, misconduct or neglect of duty by a subordinate. The frequency of an inspection depends on the purpose of the inspection. On a daily basis, an employee's appearance, demeanor, use and maintenance of equipment are subject to inspection. The inspection is usually handled in an informal manner such as by documented observations by the employee's supervisor during roll calls.
3. Less frequent inspections, such as weekly, monthly, quarterly or annually, will be done on equipment, facilities, and operational components or functions. Each of these inspections *shall* require a written report given to the *Officer-In-Charge* (OIC) of the affected Division and *the* Chief of Staff. A written report is also suggested for any inspection that results in the need for corrective action.
4. Supervisors will conduct both announced and unannounced line inspections. These inspections will be conducted on a predetermined list of items, as

noted in section V.A.1 of this general order. Supervisors will be responsible for identifying areas that need to be corrected, establishing a time period for the correction, and ensuring the correction(s) is made.

5. Supervisors shall complete the appropriate sections of the Uniform, Equipment, Service Weapon & Ammunition Condition Inspection Report (PD-144A and ***PD-144B (Supplemental Form)***) during the first and third week of every month. The ***officer's immediate supervisor*** shall maintain the PD-144.
6. Supervisors shall complete the Driver's License and Department of Motor Vehicle (D.M.V.) Record Check Inspection Report (PD-145) annually during the first week of January for all employees under their command. This timeframe does not eliminate the need for daily inspections, if applicable.

B. Staff Inspections:

1. A Staff Inspection is an internal audit that examines and evaluates the adequacy and effectiveness of organizational systems and the quality of performance in carrying out assigned responsibilities.
2. Staff Inspections shall be conducted by the Policy Compliance Team Staff Inspectors or designee.
3. Staff Inspections may include the listed categories:
 - a) Reliability and Integrity of Information – Staff Inspections ***shall*** review the reliability and integrity of information and the means used to identify, measure, classify, and report such information.
 - b) Compliance with Policies, Plans, Procedures, Laws, and Regulations – Staff Inspections ***shall*** review the systems established to ensure compliance with those policies, plans, laws, procedures, and regulations which could have a significant impact on operations and ***shall*** determine the degree of compliance.
 - c) Safeguarding of Assets – Staff Inspections ***shall*** review the means of safeguarding assets and, as appropriate, verify the existence of such assets.
 - d) Economical and Efficient Use of Resources – Staff Inspections ***shall*** appraise the economy and efficiency with which resources are employed.
 - e) Accomplishment of Established Objectives – Staff Inspections ***shall*** ascertain if the Operation/Service/Division/Precinct/Unit/Sector/Team is operating according to policies, procedures and/or other directives.
4. Areas to be Inspected:
 - a) Facilities;

- b) Equipment;
 - c) Vehicles;
 - d) Policies and Procedures;
 - e) Files and Records;
 - f) Supervision and Leadership; and,
 - g) Service Delivery Quality.
5. Methods Used to Gather Information:
- a) Personal observations by Inspection Team;
 - b) Interviews with component personnel;
 - c) Interviews with internal and external customers of the component; and,
 - d) Review of records/documentation.
6. Staff Inspections will be conducted pursuant to *a* schedule developed by the *OIC* of the Office of Professional Responsibility (*OPR*) and the Commander of the Internal Affairs Division. This schedule will be approved by the Chief of Police or designee. Preceding a Staff Inspection, a memorandum will be sent to the affected work unit to inform them of the forthcoming inspection along with a copy of the Inspection protocol. While the Richmond Police Department “Staff Inspection Checklist” shall be included in each Inspection protocol, the protocol may also include other areas/items as determined by the incoming inspection team. Questions by the inspection team may be directed to any employee in the Department and will warrant a response. The inspection team is operating through the direct authority of the Chief of Police. During an inspection, complete access to the Department’s physical facilities, including property storage areas and contents shall be granted to the inspection team.
7. The Inspection Team may recommend disciplinary action against any member of the Department who, through the inspection process, has been found in violation of a departmental rule, regulation or procedure.
8. A Staff Inspection will be conducted in a completely open manner with the full knowledge and awareness of all concerned. Comments will be solicited from various personnel about the physical working conditions as well as any problems or opinions they may have.
9. Comparisons, when made, will be within departmental standards only. No area shall be considered to be in competition with any other area and nothing shall be done by the inspection team to promote such competition.
10. Upon conclusion of the inspection, a *written* report will be prepared by the Inspection Team and forwarded to the *OIC* of the inspected area for inclusion of his/her recommendations to address the findings. The report will be an overall evaluation of *the inspection* and include comments and recommendations. Recommendations *shall* have a suggested plan for implementation. Deficiencies cited in the report will be addressed by the area’s *OIC* in his/her recommendations. Specific violations by an employee will be noted in the inspection report. In addition, the employee’s Division Commander will be informed of the violation and recommendations for correction and/or improvement.

NOTE: Each Staff Inspection Report will include the following five components:

- Introduction;
- Summary;
- Positive Practices;
- Findings and Recommendations; and,
- Areas of Concern not resulting in Findings.

11. The Policy Compliance Team will conduct a follow-up inspection of the inspected area if there are noted deficiencies in the initial report. This ***follow-up*** inspection will be conducted within 90 days of submission of the initial report to the Chief of Police and the Major of the Office of Professional Responsibility. After the follow-up inspection, the Commander of the Internal Affairs Division or designee and OIC or Manager of the inspected area will collaboratively prepare a ***written*** follow-up report addressing the noted deficiencies ***and submit it*** through channels to the Chief of Police.
12. A Staff Inspection will be conducted within each Division of the Department at least every three years. The Staff Inspection schedule will be posted annually on the Department's public server.
13. ***The initial inspection report shall be logged into the PISTOL system. The OIC of the Office of Professional Responsibility shall review and approve this report before the final report is prepared and entered into PISTOL.***
14. ***Transfers:***

Whenever supervisors are transferred into a new division or unit, an additional audit or inspection shall occur within 30 days of the transfer. This audit or inspection shall require verification of all investigative funds, including Police Athletic League accounts, or other reserves held by the unit or division. The audit or inspections shall be documented and retained for possible review by the Policy Compliance Team Staff Inspectors or other Chief of Police designee and shall comply with procedures outlined in this directive and General Order 3-2 Cash Fund/Account Maintenance.
15. Staff Inspections will be designated by an individual name:
 - a) First two characters – designating the general area of the inspection.
 - (1) OP – Operations: Field Services
 - (2) AD – Administrative Services
 - (3) SS – Support Services
 - (4) CP – Office of the Chief of Police (for inspections of offices reporting to the Chief of Police, not otherwise covered by the other designations)
 - b) Second two characters – designating the last two numbers of the year of the inspection.
 - c) Third two characters – designating the chronological number of the inspection for the year.

16. Staff Inspection Reports will be submitted through channels to the Chief of Police.

EXAMPLE: A Staff Inspection of First Precinct that is the first agency Staff Inspection in calendar year 2008 and would be OP 08-01.

NOTE: Audits and inspections of seized weapons and drugs shall be handled in accordance with procedures outlined in General Order 3-12, Handling Property and Evidence.

C. Task Inspections:

1. Task Inspections, as defined in this policy, ***may*** be conducted by Watch Commanders and/or the Policy Compliance Team.
2. Task Inspections will be conducted as directed by the Chief of Police. Both announced and unannounced inspections will be conducted. Preceding an announced inspection, a memorandum will be sent to the affected work unit to inform them of the forthcoming inspection along with a copy of the inspection protocol. Questions by the Inspector(s) may be directed to any employee in the Department and will warrant a response. The Inspection Team member is operating through the direct authority of the Chief of Police. During an inspection, complete access to the Department's physical facilities, including property storage areas and contents shall be granted to the inspection team.
3. A Task Inspection will address a specific function, entity or action. The emphasis will be on the system rather than the individual. The inspection team ***is authorized to make recommendations during the inspection process. The Inspection Team will notify the OIC (of the inspected area) of the founded violations of any department written directives and the OIC will handle in accordance with procedures outlined in General Order 1-16, Disciplinary Procedures.***
4. Any Task Inspection shall be documented on the Task Inspection Report (PD-148A) and ***the*** Task Inspection Report Supplement (PD-148B). PD-148B must include recommendations for corrective action and a deadline for compliance. The OIC of the unit or area being inspected shall file his/her response via a Task Inspection Report Follow-Up/Corrective Action form (PD-148C) ***prior to*** the deadline. The standard deadline for corrective action should be 30 days but this may be set for a longer or shorter time period, at the discretion of the Inspector(s) or ***OIC*** of the Office of Professional Responsibility.

D. ***The Office of Professional Responsibility (OPR) shall maintain control of the taping of Property and Evidence surveillance cameras; and in addition, shall perform periodic third-party reviews of selected footage to determine any abnormal activity requiring internal follow-up.***

E. Retention of Inspection Reports – Pursuant to State of Virginia General Records Retention and Disposition Schedule No. GS-19 (Administrative Records), any

report documenting an inspection may be retained for as long as administratively necessary and then destroyed.

VI. FORMS

- A. PD-144A, Uniform, Equipment, Service Weapon & Ammunition Condition Inspection Report (***Part A – Uniforms & Equipment Condition***)
- B. PD-144B, Uniform, Equipment, Service Weapon & Ammunition Condition Inspection Report (***Part B – Service Weapon & Ammunition Condition***)
- C. PD-145, Driver's License and DMV Record Check
- D. PD-148A, Task Inspection Report
- E. PD-148B, Task Inspection Report Supplement
- F. PD-148C, Task Inspection Follow-Up/Corrective Action Report
- G. PD-171, Cash Count Form
- H. Staff Inspection Checklist